Foundations of IT Service Management: based on ITIL (English version)

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The book fully covers the official syllabus of the ITIL Foundations exam, as it is set by the ITIL Certification Management Board. It contains the same chapters on Service Support, Service Delivery and Security Management as the official Introduction to ITIL, plus a case description with questions, and an additional chapter on exam preparation, making it even more useful as a study guide for the ITIL Foundation exam.

While this book may serve as a textbook, it is not a theoretical book. Instead, it contains a wealth of practical knowledge collected by the editorial board. This practical knowledge and the introduction to the field of IT service management make the book useful even for those not preparing for the examination.

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